

From: Scott Payne
To: Microsoft ATR
Date: 1/2/02 2:22pm
Subject: Microsoft Settlement

To Whom It May Concern,

I think this much publicized case has been an extreme waste of taxpayers' money and should end as soon as possible (years ago).

Noone even remembers why Jim Barksdale felt compelled to drag the government into an attack on Microsoft's ability to develop integrated products that consumers typically prefer.

Most consumers never had (or will ever have) an interest in installing and connecting different pieces of software together onto their PCs. This is a ridiculous approach to ensuring products work seamlessly -- relying on the consumer to become a software integration product specialist.

People are not expected to buy cars with separate parts they can put together themselves to ensure they get the best price on every component. They simply buy a car with an engine, air conditioning, radio, computer(s), etc that all work together. In the event something breaks, they take the car to one location to have it repaired. The same holds true for PCs and software.

Consumers like to know they can obtain support from a single source, versus having some "hobbiest" tell them they need to download a patch off the Internet to resolve a software compatibility problem or bug. Most PC users don't know or care how to fix software problems -- just make it work together!

Bottom line... Let Microsoft integrate all my software needs into a single source solution. I can assure you there are millions of PC and Internet users out there who really have no desire to become Linux gurus or web developers... They simply want to e-mail friends and send videos of the kids to relatives...

Regards,
Scott Payne
Germantown, TN

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